

How Do I...

Expand my letter to two pages?

Problem

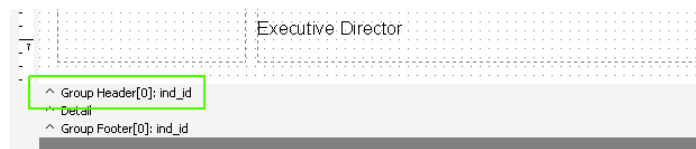
I have a single page Thank You letter that I'd like to change to two pages. ReportBuilder (the tool that TCManager uses for reporting including letters) has a very strict definition of a page. If your letter is too long by even 1/100th of an inch, it will force it to a second page. Depending on how your report is configured, this can then repeat the first page again (and it's still a bit too long) causing an issue where you never get your data.

Solution

By carefully defining the size of the letter and by making sure the settings for your pages are correct, we can build a mail merge type letter that will print correctly.

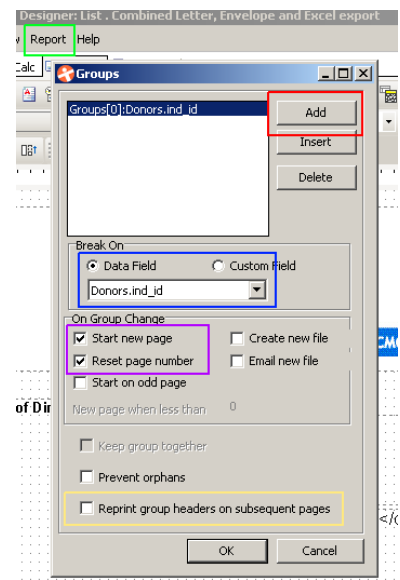
Process

1. Open the report for editing that has the Letter structure in it.
2. Identify where in the report the letter is located. The letter, including letterhead, text and any other components should be in the Group Header.
 - a. In this example, they are shown in Group[0] on ind_id [GREEN].



NOTE: By storing the objects in the Group Header, control is gained over pagination. Additionally, this prevents multiple rows for the same contact from creating multiple letters.

3. If the objects are not in the Group Header section, they will need to be moved to it.
 - a. If the Group does not exist create it. If it does exist, verify the properties match the definition created below.
 - i. On the Design tab, go to Report [GREEN], Groups.
 - ii. Click Add [RED].
 - iii. Choose Data Field and then select the IND_ID field [BLUE].
 - iv. On Group Change, Start new page should be checked [PURPLE].
 - v. On Group Change, Reset page number should be checked [PURPLE].
 - vi. Reprint group headers on subsequent pages should be unchecked [YELLOW].
 - vii. Click OK.

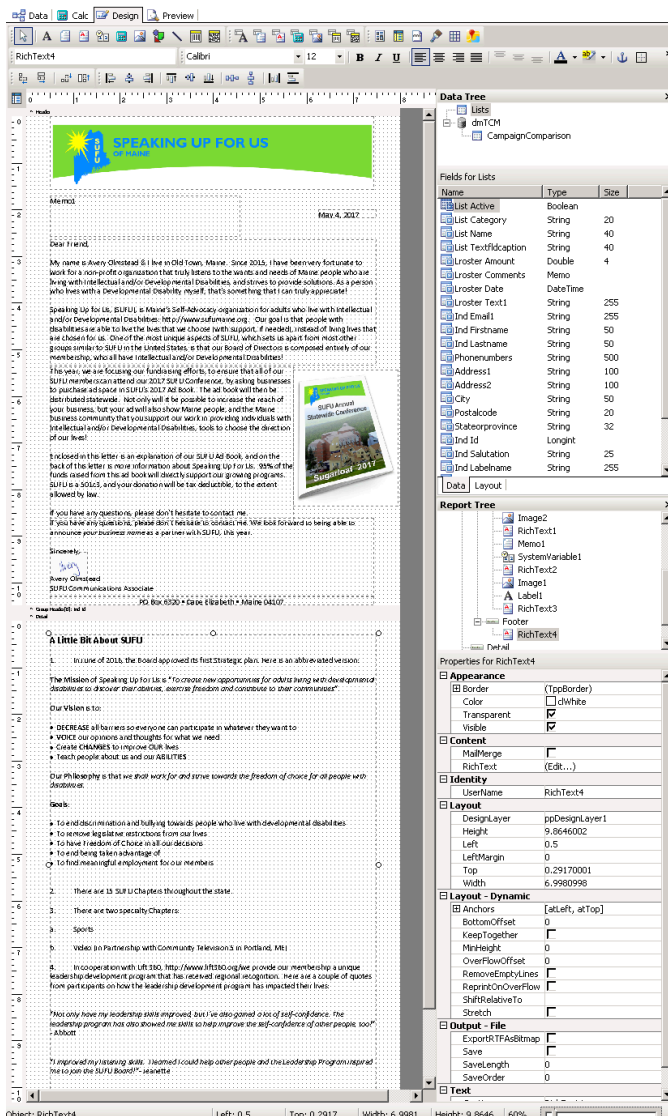
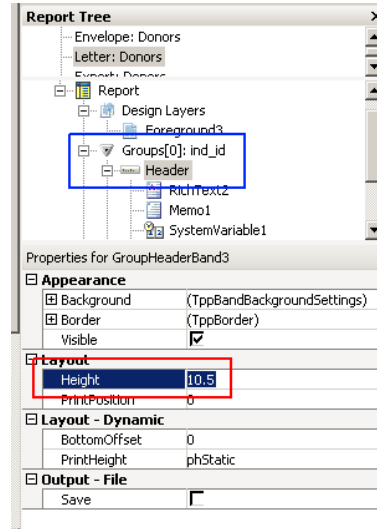


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- b. If the objects are not in the Group Header, move them into the Group Header.
 - i. Set the size of the Group Header [BLUE] object to at least 12 inches. This can be done by dragging the grey bar down or by setting the Height [Yellow] property of the Header to 12.0.
 - ii. Select the objects either together or one at a time and drag them into place in the Group Header.
 - iii. Set the height of the Group Header back to 10.5.

NOTE: By setting the height to 10.5, any sections with a small height that may not be visible will not force the page height to be greater than 11.0.

4. Set the Title, Summary, Header, Footer, and Detail sections' height to 0. Some of these sections may not be in the report. This is OK as well.



5. To add the second page, expand the Group Footer height to 10.5.
6. Add the objects required to finish the second page. This may include a header or footer image and another Rich Text mail merge object as in the sample below.